

XMedius – Upgrade, Installation, Support and Training

SCOPE OF SERVICES

This specification document will explain the requirements to provide an upgrade from Version 7 to Version 8 of the XMedius application currently utilized by the Department of Human Services (DHS).

NOTE:

XMedius is a proprietary supplier of the line items and/or services listed below in the Bill of Materials through authorized resellers.

Upgrading the existing XMedius platform will enable additional staff to utilize fax over VoIP; especially those now designated mobile/AWS, provides an immediate means to address and reduce, if not eliminate, existing dependencies on aged technology and establishes the foundation for the future successful implementation and rollout out of electronic faxing as an Enterprise solution.

1. The Contractor shall provide the [software licensing](#) to upgrade the existing XMedius application and service support from 29 channels with Single Primary Server to 60 channels with Server Redundancy and High Availability (**BOM 1-12**) and perform the installation for the upgrade (**BOM 13**) within the specified time. The contractor will be allotted one (1) business day to complete the installation. The date and time of the installation will be scheduled once the contract is awarded.
2. The Contractor shall provide upgraded service support and maintenance from standard 9X5 to premium 7X24. One year of support to be included with the upgrade.
3. The Contractor shall provide fifteen (15) business hours training (**BOM 14**) for the upgraded components and functionality. Training times shall be scheduled once the contract is awarded.

COMPONENTS REQUIRED FOR UPGRADE

Per XMedius, Bill of Materials (BOM) below defines requirements for upgrading the existing DHS XMedius application:

	Model	Description	Group Name	Quantity
1	XM-SP-UNL	XMF 8.0 SP Server Unl Users	XMediusFAX SP	1
2	XM-SP-CH-FoIP	XMF One FoIP Channel	XMediusFAX SP	60
3	XM-SP-WEB	XMF Web-Enabled Fax Client	XMediusFAX SP	1
4	XM-SP-SMTP	XMF SMTP Gateway	XMediusFAX SP	1
5	SUP-PRO-XM-SP-PREM	XMF Pro-rated XMF Premium	XMediusFAX SP	1
6	R-XM-SP-UNL	XMF 8.0 SP HA Server Unl Users	XMediusFAX SP HA	1
7	R-XM-SP-CH-FoIP	XMF R One FoIP Channel	XMediusFAX SP HA	60
8	R-XM-SP-WEB	XMF R Web-Enabled Fax Client	XMediusFAX SP HA	1
9	R-XM-SP-SMTP	XMF R SMTP Gateway	XMediusFAX SP HA	1
10	R-SUP-PRO-XM-PREM	XMF Pro-rated XMF Premium	XMediusFAX SP HA	1
11	XM-ENT-DISC	Software Discount	XMediusFAX ENT	-1
12	SUP-PRO-XM-ENT-REG	XMF Pro-rated XMF Regular	XMediusFAX ENT	-1
13	INST-REMOTE-FULL	XMF Remote Installation / Version Update - Full Day	Professional Services (On-Premises)	2
14	TRN-ADM-BASIC	Admin Product Training (Online 15 hours)	Professional Services (On-Premises)	1